

Serial No. **09/420,912**

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Reply to Advisory Action Dated 19 July 2005

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Cancel claims 32-35.

Amend claims 13, 30, and 48 as follows.

**Listing of Claims:**

1           **1. (previously presented)** A method of selecting a resource for a  
2 work item, comprising:  
3           determining by processor available resources that possess skills  
4 needed by the work item;  
5           for each of the determined resources, determining by processor a  
6 business value of having the resource service the work item, the business  
7 value being a measure of qualification of the resource for servicing the  
8 work item based on skills of the resource and skill requirements of the  
9 work item;  
10          for each of the determined resources, determining by processor a  
11 value to the resource of servicing the work item, the value to the resource  
12 being a measure of how serving the work item by the resource helps or  
13 hurts goals of the individual resource, wherein the goals of the resource  
14 include per-skill time-allocation goals of the resource; and  
15          selecting by processor a determined resource that has a best  
16 combined value of the business value and the value to the resource, to  
17 serve the work item.

1           **2. (previously presented)** The method of claim 1 wherein:  
2           determining by processor a business value comprises  
3           determining by processor the business value weighted by a  
4 business value weight corresponding to the work item;  
5           determining by processor a value to the resource comprises

6           determining by processor the value to the resource weighted by a  
7   resource value weight corresponding to the work item; and  
8           selecting by processor comprises  
9           selecting by processor a determined resource that has a best  
10   combined value of the weighted business value and the weighted value to  
11   the resource.

1           **3. (previously presented)** The method of claim 2 wherein:  
2           determining by processor a business value comprises  
3           determining by processor a weighted business value as a product  
4   of (a) the business value weight corresponding to the work item and (b) a  
5   sum of products of a level of each said needed skill of the resource and a  
6   weight of said needed skill of the work item; and  
7           determining by processor a value to the resource comprises  
8           determining by processor a weighted resource treatment value as a  
9   product of (c) a resource treatment weight corresponding to the work item  
10   and (d) a sum of products of each treatment of the resource and a weight  
11   of said treatment of the resource.

1           **4. (original)** The method of claim 3 wherein:  
2           the sums of products are scaled sums, and  
3           the treatments are scaled treatments.

1           **5. (previously presented)** The method of claim 4 wherein:  
2           selecting by processor comprises  
3           selecting by processor the determined resource that has a highest  
4   sum of the weighted business value and the weighted resource treatment  
5   value.

1           **6. (original)** The method of claim 3 wherein:  
2           the resource treatments of a resource comprise a time since the  
3           resource became available and a time that the resource has not spent  
4           serving work items.

1           **7. (original)** The method of claim 6 wherein:  
2           the treatments of the resource further comprise a measure of an  
3           effect that serving of the work item would have on a goal of the resource.

1           **8. (original)** The method of claim 7 wherein:  
2           the measure of the effect comprises a difference between (a) a  
3           distance of an actual allocation of worktime of the resource among skills  
4           from a goal allocation of the worktime of the resource among the skills and  
5           (b) a distance of an estimated allocation of the worktime of the resource  
6           among the skills if the resource serves the work item from the goal  
7           allocation.

1           **9. (previously presented)** A method of selecting a resource for a  
2           work item, comprising:  
3           determining by processor available resources that possess skills  
4           needed by the work item;  
5           for each of the determined resources, determining by processor a  
6           business value comprising a sum across all skills of a product of a skill  
7           level of the resource in the skill and a skill weight of the work item for the  
8           skill;  
9           for each of the determined resources, determining by processor a  
10          resource treatment value, the resource treatment value being a measure  
11          of how the resource is meeting goals of the individual resource, the  
12          resource treatment value comprising a sum across all of a plurality of

13 resource treatments of a product of a value of the resource for the  
14 resource treatment and a weight of the work item for how much weight  
15 said resource treatment has relative to others of the resource treatments  
16 and how much weight the resource treatments have relative to a different  
17 weight of the business value; and  
18 selecting by processor a determined resource that has a best  
19 combined score of its business value and its resource treatment value, to  
20 serve the work item.

1 10. **(original)** The method of claim 9 wherein:  
2 the resource treatments of a resource comprise a time since the  
3 resource became available, a time that the resource has spent not serving  
4 work items, and a measure of an effect that serving the work item would  
5 have on a goal of the resource.

1 11. **(previously presented)** The method of claim 9 wherein:  
2 determining by processor a business value comprises  
3 determining by processor a scaled business value comprising the  
4 business value scaled by a first scaling factor that is common to all of the  
5 determined resources;  
6 determining by processor a resource treatment value comprises  
7 for each resource treatment, determining by processor a scaled  
8 value of the resource comprising the value of the resource for that  
9 resource treatment scaled by a scaling factor that is common for that  
10 resource treatment to all of the determined resources, and  
11 determining by processor a scaled resource treatment value  
12 comprising a sum, scaled by a second scaling factor that is common to all  
13 of the determined resources, across all resource treatments of a product  
14 of the scaled value of the resource for the resource treatment and a

15 weight of the work item for the resource treatment; and  
16 selecting by processor comprises  
17 selecting by processor a determined resource that has a best sum  
18 of its scaled business value and its scaled resource treatment value to  
19 serve the work item.

1 12. **(original)** The method of claim 11 wherein:  
2 each scaling factor comprises a fraction having in its denominator a  
3 maximum value of the value to which said scaling factor applies of any of  
4 the resources.

1 13. **(currently amended)** [[A]] The method of claim 1 further  
2 including a method of selecting a work item for a resource, comprising:  
3 determining by processor available work items that need skills  
4 possessed by the resource;  
5 for each of the determined work items, determining by processor a  
6 business value of having the resource service the work item, the business  
7 value being a measure of qualification of the resource for servicing of the  
8 work item based on skills of the resource and skill requirements of the  
9 work item;  
10 for each of the determined work items, determining by processor a  
11 value to the work item of being serviced by the resource, the value to the  
12 work item being a measure of how the work item is meeting goals of the  
13 individual work item, wherein the goals of the work item include how long  
14 the work item has been waiting for service, how long the work item may  
15 have to wait for service, and how much the work item has exceeded its  
16 target wait time; and  
17 selecting by processor a determined work item that has a best  
18 combined value of the business value and the value to the work item to be

19 served by the resource.

1           **14. (previously presented)** The method of claim 13 wherein:  
2           determining by processor business value comprises  
3           determining by processor the business value weighted by a  
4 business value weight corresponding to the work item;  
5           determining by processor a value to the work item comprises  
6           determining by processor the value to the work item weighted by a  
7 work item value weight corresponding to the work item; and  
8           selecting by processor comprises  
9           selecting by processor a determined work item that has a best  
10 combined value of the weighted business value and the weighted value to  
11 the work item.

1           **15. (previously presented)** The method of claim 14 wherein:  
2           determining by processor a business value comprises  
3           determining by processor a weighted business value as a product  
4 of (a) the business value weight corresponding to the work item and (b) a  
5 sum of products of a level of each said needed skill of the resource and a  
6 weight of said needed skill of the work item; and  
7           determining by processor a value to the work item comprises  
8           determining by processor a weighted work item treatment value as  
9 a product of (c) a work item treatment weight corresponding to the work  
10 item and (d) a sum of products of each treatment of the work item and a  
11 weight of said treatment of the work item.

1           **16. (original)** The method of claim 15 wherein:  
2           the sums of products are scaled sums, and  
3           the treatments are scaled treatments.

1           **17. (previously presented)** The method of claim 16 wherein:  
2           selecting by processor comprises  
3           selecting by processor the determined work item that has a highest  
4           sum of the weighted business value and the weighted work item treatment  
5           value.

1           **18. (previously presented)** The method of claim 21 wherein:  
2           the work item treatments of a work item comprise a time that the  
3           work item has been waiting for service and an estimated time that the  
4           work item will have to wait for service.

1           **19. (previously presented)** The method of claim 18 wherein:  
2           the work item treatments of a work item further comprise a time by  
3           which the work item has exceeded its target wait time.

1           **20. (original)** The method of claim 18 wherein:  
2           the estimated wait time that the work item will have to wait for  
3           service comprises a product of (a) a ratio of a total number of work items  
4           waiting for service and an average number of work items waiting for  
5           service and (b) a sum of average wait times of individual said needed  
6           skills each weighted by a ratio of the weight of said individual skill and a  
7           sum of the weights of the needed skills.

1           **21. (previously presented)** A method of selecting a work item for  
2           a resource, comprising:  
3           determining by processor available work items that need skills  
4           possessed by the resource;  
5           for each of the determined work items, determining by processor a

6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 for each of the determined work items, determining by processor a  
10 work item treatment value, the work item treatment value being a measure  
11 of how the work item is meeting goals of the individual work item, the work  
12 item treatment value comprising a sum across all of a plurality of work  
13 item treatments of a product of the value of the work item for the work item  
14 treatment and a weight of the work item for how much weight said work  
15 item treatment has relative to others of the work item treatments and how  
16 much weight the work item treatments have relative to a different weight of  
17 the business value; and

18 selecting by processor a determined work item that has a best  
19 combined score of its business value and work item treatment value, to be  
20 served by the resource.

1 **22. (original)** The method of claim 21 wherein:

2 the work item treatments of a work item comprise a time that the  
3 work item has spent waiting to be serviced, an estimated time that the  
4 item will spend waiting to be serviced, and a time by which the work item  
5 has exceeded its target waiting time.

1 **23. (previously presented)** The method of claim 21 wherein:

2 determining by processor a business value comprises  
3 determining by processor a scaled business value comprising the  
4 business value scaled by a first scaling factor that is common to all of the  
5 determined work items;

6 determining by processor a work item treatment value comprises  
7 for each work item treatment, determining by processor a scaled



8 value of the work item comprising the value of the work item for that work  
9 item treatment scaled by a scaling factor that is common for that work item  
10 treatment to all of the determined work items, and  
11 determining by processor a scaled work item treatment value  
12 comprising a sum, scaled by a second scaling factor that is common to all  
13 of the determined work items, across all work item treatments of a product  
14 of the scaled value of the work item for the work item treatment and a  
15 weight of the work item for the work item treatment; and  
16 selecting by processor comprises  
17 selecting by processor a determined work item that has a best sum  
18 of its scaled business value and its scaled work item treatment value, to  
19 be served by the resource.

1 24. **(original)** The method of claim 23 wherein:  
2 each scaling factor comprises a fraction having in its denominator a  
3 maximum value of the value to which said scaling factor applies of any of  
4 the work items.

1 25. **(canceled)**

1 26. **(canceled)**

1 27. **(original)** An apparatus comprising a processor that executes  
2 instructions to effect the method of one of claims 1-24.

1 28. **(previously presented)** An apparatus for selecting a resource  
2 for a work item, comprising;  
3 means for determining available resources that possess skills  
4 needed by the work item;

5 means for determining, for each of the determined resources, a  
6 business value of having the resource service the work item, the business  
7 value being a measure of qualification of the resource for servicing the  
8 work item based on skills of the resource and skill requirements of the  
9 work item;

10 means for determining, for each of the determined resources, a  
11 value to the resource of servicing the work item, the value to the resource  
12 being a measure of how serving the work item by the resource helps or  
13 hurts goals of the individual resource, wherein goals of the resource  
14 include per-skill time-allocation goals of the resource; and

15 means for selecting a determined resource that has a best  
16 combined value of the business value and the value to the resource, to  
17 serve the work item.

1 **29. (previously presented)** An apparatus for selecting a resource  
2 for a work item, comprising:

3 means for determining available resources that possess skills  
4 needed by the work item;

5 means for determining, for each of the determined resources, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 means for determining, for each of the determined resources, a  
10 resource treatment value, the resource treatment value being a measure  
11 of how the resource is meeting goals of the individual resource, the  
12 resource treatment value comprising a sum across all of a plurality of  
13 resource treatments of a product of a value of the resource for the  
14 resource treatment and a weight of the work item for how much weight  
15 said resource treatment has relative to others of the resource treatments  
16 and how much weight the resource treatments have relative to a different

17 weight of the business value; and  
18 means for selecting a determined resource that has a best  
19 combined score of its business value and its resource treatment value, to  
20 serve the work item.

1 30. **(currently amended)** [[An]] The apparatus of claim 28 further  
2 including an apparatus for selecting a work item for a resource,  
3 comprising:

4 means for determining available work items that need skills  
5 possessed by the resource;

6 means for determining, for each of the determined work items, a  
7 business value of having the resource service the work item, the business  
8 value being a measure of qualification of the resource for servicing the  
9 work item based on skills of the resource and skill requirements of the  
10 work item;

11 means for determining, for each of the determined work items, a  
12 value to the work item of being serviced by the resource, the value to the  
13 work item being a measure of how the work item is meeting goals of the  
14 individual work item, wherein the goals of the work item include how long  
15 the work item has been waiting for service, how long the work item may  
16 have to wait for service, and how much the work item has exceeded its  
17 target wait time; and

18 means for selecting a determined work item that has a best  
19 combined value of the business value and the value to the work item to be  
20 served by the resource.

1 31. **(previously presented)** An apparatus for selecting a work  
2 item for a resource, comprising:

3 means for determining available work items that need skills  
4 possessed by the resource;

5 means for determining, for each of the determined work items, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 means for determining, for each of the determined work items, a  
10 work item treatment value, the work item treatment value being a measure  
11 of how the work item is meeting goals of the individual work item, the work  
12 item treatment value comprising a sum across all of a plurality of work  
13 item treatments of a product of the value of the work item for the work item  
14 treatment and a weight of the work item for how much weight said work  
15 item treatment has relative to other work item treatments and how much  
16 weight the work item treatments have relative to a different weight of the  
17 business value; and

18 means for selecting a determined work item that has a best  
19 combined score of its business value and work item treatment value, to be  
20 served by the resource.

1 32. **(canceled)**

1 33. **(canceled)**

1 34. **(canceled)**

1 35. **(canceled)**

1 36. **(previously presented)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform selection of a resource for a work item, comprising:  
4 determining available resources that possess skills needed by the  
5 work item;

6           for each of the determined resources, determining a business value  
7   of having the resource service the work item, the business value being a  
8   measure of qualification of the resource for servicing the work item based  
9   on skills of the resource and skill requirements of the work item;

10          for each of the determined resources, determining a value to the  
11   resource of servicing the work item, the value to the resource being a  
12   measure of how serving the work item by the resource helps or hurts  
13   goals of the individual resource, wherein the goals of the resource include  
14   per-skill time-allocation goals of the resource; and

15          selecting a determined resource that has a best combined value of  
16   the business value and the value to the resource, to serve the work item.

1           37. **(original)** The medium of claim 36 wherein:

2           determining a business value comprises

3           determining the business value weighted by a business value  
4   weight corresponding to the work item;

5           determining a value to the resource comprises

6           determining the value to the resource weighted by a resource value  
7   weight corresponding to the work item; and

8           selecting comprises

9           selecting a determined resource that has a best combined value of  
10   the weighted business value and the weighted value to the resource.

1           38. **(original)** The medium of claim 37 wherein:

2           determining a business value comprises

3           determining a weighted business value as a product of (a) the

4   business value weight corresponding to the work item and (b) a sum of  
5   products of a level of each said needed skill of the resource and a weight

6   of said needed skill of the work item; and

7           determining a value to the resource comprises  
8           determining a weighted resource treatment value as a product of  
9   (c) a resource treatment weight corresponding to the work item and (d) a  
10   sum of products of each treatment of the resource and a weight of said  
11   treatment of the resource.

1           39. **(original)** The medium of claim 38 wherein:  
2           the sums of products are scaled sums, and  
3           the treatments are scaled treatments.

1           40. **(original)** The medium of claim 39 wherein:  
2           selecting comprises  
3           selecting the determined resource that has a highest sum of the  
4   weighted business value and the weighted resource treatment value.

1           41. **(original)** The medium of claim 38 wherein:  
2           the resource treatments of a resource comprise a time since the  
3   resource became available and a time that the resource has not spent  
4   serving work items.

1           42. **(original)** The medium of claim 41 wherein:  
2           the treatments of the resource further comprise a measure of an  
3   effect that serving of the work item would have on a goal of the resource.

1           43. **(original)** The medium of claim 42 wherein:  
2           the measure of the effect comprises a difference between (a) a  
3   distance of an actual allocation of worktime of the resource among skills  
4   from a goal allocation of the worktime of the resource among the skills and  
5   (b) a distance of an estimated allocation of the worktime of the resource

6 among the skills if the resource serves the work item from the goal  
7 allocation.

1           **44. (previously presented)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform selection of a resource for a work item, comprising:  
4           determining available resources that possess skills needed by the  
5 work item;  
6           for each of the determined resources, determining a business value  
7 comprising a sum across all skills of a product of a skill level of the  
8 resource in the skill and a skill weight of the work item for the skill;  
9           for each of the determined resources, determining a resource  
10 treatment value, the resource treatment value being a measure of how the  
11 resource is meeting goals of the individual resource, the resource  
12 treatment value comprising a sum across all of a plurality of resource  
13 treatments of a product of a value of the resource for the resource  
14 treatment and a weight of the work item for how much weight said  
15 resource treatment has relative to others of the resource treatments and  
16 how much weight the resource treatments have relative to a different  
17 weight of the business value; and  
18           selecting a determined resource that has a best combined score of  
19 its business value and its resource treatment value, to serve the work  
20 item.

1           **45. (original)** The medium of claim 44 wherein:  
2           the resource treatments of a resource comprise a time since the  
3 resource became available, a time that the resource has spent not serving  
4 work items, and a measure of an effect that serving the work item would  
5 have on a goal of the resource.

1           **46. (original)** The medium of claim 44 wherein:  
2           determining a business value comprises  
3           determining a scaled business value comprising the business value  
4   scaled by a first scaling factor that is common to all of the determined  
5   resources;  
6           determining a resource treatment value comprises  
7           for each resource treatment, determining a scaled value of the  
8   resource comprising the value of the resource for that resource treatment  
9   scaled by a scaling factor that is common for that resource treatment to all  
10   of the determined resources, and  
11          determining a scaled resource treatment value comprising a sum,  
12   scaled by a second scaling factor that is common to all of the determined  
13   resources, across all resource treatments of a product of the scaled value  
14   of the resource for the resource treatment and a weight of the work item  
15   for the resource treatment; and  
16          selecting comprises  
17          selecting a determined resource that has a best sum of its scaled  
18   business value and its scaled resource treatment value to serve the work  
19   item.

1           **47. (original)** The medium of claim 46 wherein:  
2           each scaling factor comprises a fraction having in its denominator a  
3   maximum value of the value to which said scaling factor applies of any of  
4   the resources.

1           **48. (currently amended)** [[A]] The computer-readable medium of  
2   claim 36 further containing instructions which, when executed in a  
3   computer, cause the computer to perform selection of a work item for a  
4   resource, comprising:



5           determining available work items that need skills possessed by the  
6 resource;

7           for each of the determined work items, determining a business  
8 value of having the resource service the work item, the business value  
9 being a measure of qualification of the resource for servicing of the work  
10 item based on skills of the resource and skill requirements of the work  
11 item;

12          for each of the determined work items, determining a value to the  
13 work item of being serviced by the resource, the value to the work item  
14 being a measure of how the work item is meeting goals of the individual  
15 work item, wherein the goals of the work item include how long the work  
16 item has been waiting for service, how long the work item may have to  
17 wait for service, and how much the work item has exceeded its target wait  
18 time; and

19          selecting a determined work item that has a best combined value of  
20 the business value and the value to the work item to be served by the  
21 resource.

1           **49. (original)** The medium of claim 48 wherein:

2           determining business value comprises

3           determining the business value weighted by a business value  
4 weight corresponding to the work item;

5           determining a value to the work item comprises

6           determining the value to the work item weighted by a work item  
7 value weight corresponding to the work item; and

8           selecting comprises

9           selecting a determined work item that has a best combined value of  
10 the weighted business value and the weighted value to the work item.

1           50. **(original)** The medium of claim 49 wherein:  
2           determining a business value comprises  
3           determining a weighted business value as a product of (a) the  
4   business value weight corresponding to the work item and (b) a sum of  
5   products of a level of each said needed skill of the resource and a weight  
6   of said needed skill of the work item; and  
7           determining a value to the work item comprises  
8           determining a weighted work item treatment value as a product of  
9   (c) a work item treatment weight corresponding to the work item and (d) a  
10   sum of products of each treatment of the work item and a weight of said  
11   treatment of the work item.

1           51. **(original)** The medium of claim 50 wherein:  
2           the sums of products are scaled sums, and  
3           the treatments are scaled treatments.

1           52. **(original)** The medium of claim 51 wherein:  
2           selecting comprises  
3           selecting the determined work item that has a highest sum of the  
4   weighted business value and the weighted work item treatment value.

1           53. **(previously presented)** The medium of claim 56 wherein:  
2           the work item treatments of a work item comprise a time that the  
3   work item has been waiting for service and an estimated time that the  
4   work item will have to wait for service.

1           54. **(previously presented)** The medium of claim 53 wherein:  
2           the work item treatments of a work item further comprise a time by  
3   which the work item has exceeded its target wait time.

1           **55. (original)** The medium of claim 53 wherein:  
2           the estimated wait time that the work item will have to wait for  
3           service comprises a product of (a) a ratio of a total number of work items  
4           waiting for service and an average number of work items waiting for  
5           service and (b) a sum of average wait times of individual said needed  
6           skills each weighted by a ratio of the weight of said individual skill and a  
7           sum of the weights of the needed skills.

1           **56. (previously presented)** A computer-readable medium  
2           containing instructions which, when executed in a computer, cause the  
3           computer to perform a selection of a work item for a resource, comprising:  
4           determining available work items that need skills possessed by the  
5           resource;  
6           for each of the determined work items, determining a business  
7           value comprising a sum across all skills of a product of a skill level of the  
8           resource in the skill and a skill weight of the work item for the skill;  
9           for each of the determined work items, determining a work item  
10          treatment value, the work item treatment value being a measure of how  
11          the work item is meeting goals of the individual work item, the work item  
12          treatment value comprising a sum across all of a plurality of work item  
13          treatments of a product of the value of the work item for the work item  
14          treatment and a weight of the work item for how much weight said work  
15          item treatment has relative to others of the work item treatments and how  
16          much weight the work item treatments have relative to a different weight of  
17          the business value; and  
18          selecting a determined work item that has a best combined score of  
19          its business value and work item treatment value, to be served by the  
20          resource.

1           **57. (original)** The medium of claim 56 wherein:  
2           the work item treatments of a work item comprise a time that the  
3           work item has spent waiting to be serviced, an estimated time that the  
4           item will spend waiting to be serviced, and a time by which the work item  
5           has exceeded its target waiting time.

1           **58. (original)** The medium of claim 56 wherein:  
2           determining a business value comprises  
3           determining a scaled business value comprising the business value  
4           scaled by a first scaling factor that is common to all of the determined  
5           work items;  
6           determining a work item treatment value comprises  
7           for each work item treatment, determining a scaled value of the  
8           work item comprising the value of the work item for that work item  
9           treatment scaled by a scaling factor that is common for that work item  
10          treatment to all of the determined work items, and  
11          determining a scaled work item treatment value comprising a sum,  
12          scaled by a second scaling factor that is common to all of the determined  
13          work items, across all work item treatments of a product of the scaled  
14          value of the work item for the work item treatment and a weight of the  
15          work item for the work item treatment; and  
16          selecting comprises  
17          selecting a determined work item that has a best sum of its scaled  
18          business value and its scaled work item treatment value, to be served by  
19          the resource.

1           **59. (original)** The medium of claim 58 wherein:

2 each scaling factor comprises a fraction having in its denominator a  
3 maximum value of the value to which said scaling factor applies of any of  
4 the work items.

1 60. **(previously presented)** A method of selecting a work item for  
2 a resource, comprising:

3 determining by processor available work items that need skills  
4 possessed by the resource;

5 for each of the determined work items, determining by processor a  
6 weighted business value of having the resource service the work item, as  
7 a product of (a) the business value weight corresponding to the work item  
8 and (b) a sum of products of a level of each said needed skill of the  
9 resource and a weight of said needed skill of the work item, the business  
10 value being a measure of qualification of the resource for servicing of the  
11 work item based on skills of the resource and skill requirements of the  
12 work item;

13 for each of the determined work items, determining by processor a  
14 weighted value to the work item of being serviced by the resource, as a  
15 product of (c) a work item treatment weight corresponding to the work item  
16 and (d) a sum of products of each treatment of the work item and a weight  
17 of said treatment of the work item, the value to the work item being a  
18 measure of how the work item is treated compared to other work items  
19 and treatment goals of the individual work item and comprising a time that  
20 the work item has been waiting for service, a time by which the work item  
21 has exceeded its target wait time, and an estimated time that the work  
22 item will have to wait for service comprising a product of (e) a ratio of a  
23 total number of work items waiting for service and an average number of  
24 work items waiting for service and (f) a sum of average wait times of  
25 individual said needed skills each weighted by a ratio of the weight of said

26 individual skill and a sum of the weights of the needed skills; and  
27 selecting by processor a determined work item that has a best  
28 combined value of the weighted business value and the weighted value to  
29 the work item to be served by the resource.

1 61. **(previously presented)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform selection of a work item for a resource, comprising:  
4 determining available work items that need skills possessed by the  
5 resource;  
6 for each of the determined work items, determining a weighted  
7 business value of having the resource service the work item, as a product  
8 of (a) the business value weight corresponding to the work item and (b) a  
9 sum of products of a level of each said needed skill of the resource and a  
10 weight of said needed skill of the work item, the business value being a  
11 measure of qualification of the resource for servicing of the work item  
12 based on skills of the resource and skill requirements of the work item;  
13 for each of the determined work items, determining a value to the  
14 work item of being serviced by the resource, as a product of (c) a work  
15 item treatment weight corresponding to the work item and (d) a sum of  
16 products of each treatment of the work item and a weight of said treatment  
17 of the work item, the value to the work item being a measure of how the  
18 work item is treated compared to other work items and treatment goals of  
19 the individual work item and comprising a time that the work item has  
20 been waiting for service, a time by which the work item has exceeded its  
21 target wait time, and an estimated time that the work item will have to wait  
22 for service comprising a product of (e) a ratio of a total number of work  
23 items waiting for service and an average number of work items waiting for  
24 service and (f) a sum of average wait times of individual said needed skills

Serial No. **09/420,912**

Amdt. Dated 18 August 2005

Reply to Advisory Action Dated 19 July 2005

25 each weighted by a ratio of the weight of said individual skill and a sum of  
26 the weights of the needed skills; and  
27 selecting a determined work item that has a best combined value of  
28 the weighted business value and the weighted value to the work item to be  
29 served by the resource.